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## Full-Service Feedback 101

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## Agenda

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- Full-Service Data
  - Start-the-Clock
  - Container Visibility
  - Address Correction
    - Change of Address
    - Nixie

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## Start-the-Clock

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- Start-the-Clock is the date the mailpiece was determined to have entered the USPS network, also called Day Zero
- Mailers that comply with Full-service will receive information online and an automated data exchange

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## Acceptance

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The date and time that a mailpiece is entered into the system is determined by the induction method.

- Business Mail Entry Unit (BMEU) or Post Office: Origin Entry
- Plant Verified Drop Shipment (PVDS): Destination Entry
- DMU Verified: Mailer Transported: Origin Entry
- Detached Mail Unit (DMU) Verified: USPS Transported: Origin Entry

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## Start-the-Clock Terms

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- **Critical Acceptance Time (CAT):** The latest time mail can be presented for verification before being sent to designated induction points in the postal network for processing and dispatch.
- **Critical Entry Time (CET):** The latest time that a reasonable amount of a class of mail can be received at designated induction points in the postal network for it be processed and dispatched in time to meet service standards.
- **Customer Supplier Agreements (CSA):** The CSA is a written notice that confirms, for a commercial mailer, the origin-entry preparation requirements and acceptance window times necessary for mail to be considered entered into the postal network on "Start-the-Clock" Day Zero.

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## Start-the-Clock Business Mail Entry Unit

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### BMEU Origin Entry



**Start-the-Clock event is the documented time of arrival at the BMEU.**

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## Start-the-Clock Business Mail Entry Unit

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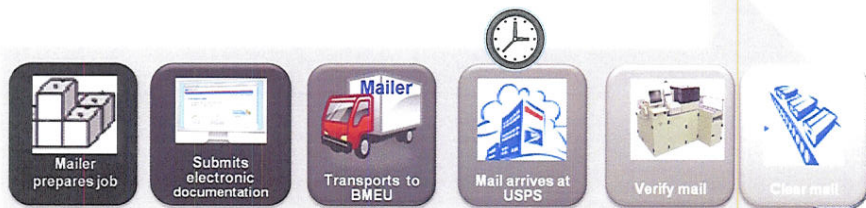


- BMEU Critical Acceptance Time (CAT) is based on Critical Entry Time (CET) of the plant and the volume of mail presented
- The greatest volume of mail/postage statements come in shortly before the CAT
- Ideally, the CAT allows sufficient verification time so all mail is presented to Operations prior to the CET
- Occasionally there may be large volume mailers who will bring mail in earlier under a CSA

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## Start-the-Clock Business Mail Entry Unit

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Job ID/ Transaction ID	Class of Mail	Origin Facility	Origin Facility Locale Key	Arrival Date/Time	Start-the-Clock Date (Day 0)
9878988880	Standard Mail	Baltimore P&DC	V22931	03/01/2008 15:25 EDT	03/01/2008
6668765468	Standard Mail	Baltimore P&DC	V22931	03/02/2008 11:00 EDT	03/02/2008
ACI88867	First-Class Mail	Dulles P&DC	X29745	03/02/2008 20:00 EDT	03/03/2008



Start-the-Clock when mail arrives at BMEU

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## Start-the-Clock Plant Verified Drop Shipment

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### Plant Verified Drop Shipment (PVDS)



**Start-the-Clock event is the appointment time if on-time or unload start if late.**

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## Start-the-Clock Plant Verified Drop Shipment

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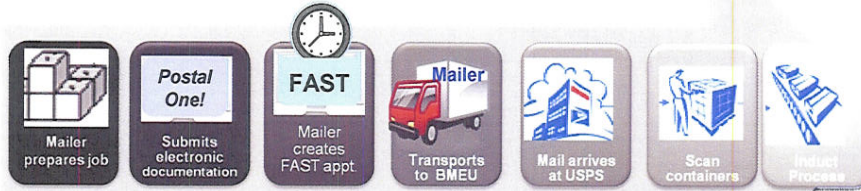


- Full Service requires electronic documentation and appointments for PVDS
- *PostalOne!* receives electronic documentation
- Appointments are scheduled in Facility Access and Shipment Tracking (FAST) for drop shipments at postal plants, and include:
  - Logistics Information: Location, Date, Time, Type
  - Mail Content Information: Volume, class, shape, presort etc

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## Start-the-Clock Plant Verified Drop Shipment

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Appt Num	Class of Mail	USPS Induction Facility	USPS Induction Locale Key	Appt Date and Time	Arrival	Unload Start	Unload End	Appt Status	Start-the-Clock Date (Day 0)
623456789	Standard Mail	Atlanta SCF	X10054	02/18/2008 14:00 EDT	02/18/2008 14:25 EDT	02/18/2008 14:25 EDT	02/18/2008 14:55 EDT	CLOSED	02/18/2008
723456789	Standard Mail	Dulles P&DC	X29745	02/15/2008 12:00 EDT	02/15/2008 18:00 EDT	02/15/2008 18:20 EDT	02/15/2008 18:50 EDT	CLOSED	02/16/2008
92345R0215	Periodicals	New York SCF	V19160	02/15/2008 09:00 EDT	02/15/2008 09:00 EDT	02/15/2008 09:00 EDT	02/15/2008 09:15 EDT	CLOSED	02/15/2008



Start-the-Clock – Plant Verified Drop Ship Mailings – CET time 17:00 EDT

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## Start-the-Clock DMU Verified, Mailer Transported

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### DMU Verified, Mailer Transported



**DMU Mailer Transported Start-the-Clock event is the FAST appointment if on-time or unload start time if late.**

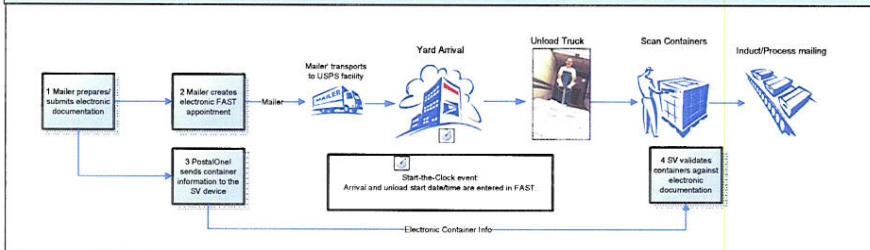
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# Start-the-Clock DMU Verified, Mailer Transported

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## DMU Verified, Mailer Transported



### Start-the-Clock - Drop Ship Mailings

Appt Num	Class of Mail	USPS Induction Facility	USPS Induction Locale Key	Appt Date and Time	Arrival	Unload Start	Unload End	Appt Status	Start-the-Clock Date (Day 0)
62345R021 8	Standard Mail	Atlanta SCF	X10054	02/18/2008 14:00 EDT	02/18/2008 14:25 EDT	02/18/2008 14:25 EDT	02/18/2008 14:55 EDT	CLOSED	02/18/2008
72345R021 5	Standard Mail	Dulles P&DC	X29745	02/15/2008 12:00 EDT	02/15/2008 12:00 EDT	02/15/2008 12:20 EDT	02/15/2008 12:50 EDT	CLOSED	02/15/2008

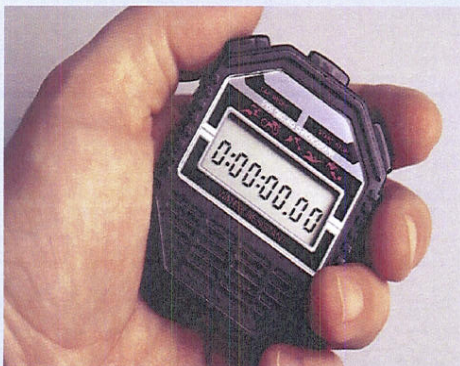
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# Start-the-Clock DMU Verified, USPS Transported

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## DMU Verified, USPS Transported



**Start-the-Clock event is the mail ready time as provided in the electronic documentation.**

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## Start-the-Clock

### DMU Verified, USPS Transported

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- Establish CSA for Origin Entered mail
- CAT for each trailer dispatch is based upon the CET of the processing facility
- The transportation time between the Detached Mail Unit and the Processing Facility, as well as mail verification time must be taken into account when determining CAT
- Additional Presort separations are agreed upon for mail to determine Start-the-Clock by dispatch
- Container readiness per the Start-the-Clock rules established in the CSA is validated by the DMU acceptance clerk

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## Customer Supplier Agreement (CSA)

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- Written agreement between the Postal Service and preparers of business mailings that documents origin-entry preparation requirements and an acceptance window
- May include:
  - Containerization specifications
  - Designated postal mail facility entry locations
  - Time-sensitive mail entry instructions

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## DMU Verified USPS Transported

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Job ID/ Transaction ID	Dispatch Number	Class of Mail	Origin Facility	Origin Facility Locale Key	Mail Released Date/Time	Start-the- Clock Date (Day 0)
723456789	12345-0219	Standard Mail	Baltimore P&DC	V22931	02/19/2008 14:00 EDT	02/19/2008
987657666	12345-0301	First-Class Mail	Dulles P&DC	X29745	03/01/2008 14:25 EDT	03/01/2008
ACI15678	12345-0302	First-Class Mail	Dulles P&DC	X29745	03/02/2008 11:00 EDT	03/02/2008



Start the clock – mail ready to be loaded on USPS transportation

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## Container Visibility

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Full-Service mailers will receive induction container scans

Containers Visibility – Container Scans/Status

Appt Num	Job ID/ Transaction ID	Mailing Group ID	USPS Induction Facility	USPS Induction Facility Locale Key	IM Container Barcode	Container Scan Date/time	Induction Status	Induction Issue Desc	Induction Issue Resolution
623456789	A6189999	555678	Atlanta SCF	X10054	99M42390546 9898432348	2/19/2008 14:25 EDT	Accepted	None	
623456789	A6189999	555678	Atlanta SCF	X10054	99M42390546 9898432349	2/19/2008 14:27 EDT	Accepted	None	
623456789	A6189999	555678	Atlanta SCF	X10054	99M42390546 9898432350	2/19/2008 14:31 EDT	Accepted	None	

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## Address Correction

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- Address Correction
  - Change of Address
  - Nixie

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## Change of Address

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Change of Address information will be sent to the Mail Owner as identified in the electronic documentation.

Mailer ID	Job ID	Original IMB	Record Creation Date	Move Effective Date	Move Type	Deliverability Code	COA Name	Keyline from eDoc	Old Address Type
432214	99946678	999434221452252324289402759102	2/19/2007	2/12/2007	F	(space)	John Smith	1234 5678 9012 3456	G

Old Urbanization Name	Parsed Old Address	Old City-State-ZIP	New Address Type	New Urbanization Name	Parsed New Address	New City-State-ZIP	PMB (Private Mail Box)	Class/Notification Type	Fee Notification
null	123 Main Street Apt 2B	Kenner LA 700656507	G	null	1122 Center Lane	Saint Rose LA 700873239	null	B	N

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# Nixie

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Nixie information will also be sent to the Mail Owner as identified in the electronic documentation.

Mailer ID	Job ID	Original IMB	Record Creation Date	Action Code	Parsed Address on Piece
432214	99946678	999434221452252324289402759102	2/19/2007	R	123 Main Street Apt 2B
On Piece City-State-ZIP		Reason Code	Keyline from eDoc	Fee Notification	
Kenner LA 700656507		A	1234 5678 9012 3456	N	

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# Full-Service Feedback

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The matrix below shows how Full-Service Feedback will be made available.

Options for Data Exchange					
No	Data/Service	Browser based HTTPS Download (Compressed Files)	Browser based Report (over HTTPS)	Mail.XML Pull (Customer Invokes USPS Web Service)	Mail.XML Push (USPS Invokes Customer Web Service)
1	Start-the-Clock	No	Yes	Yes	Yes
2	Container Visibility/Scan	No	Yes	Yes	Yes
3	ACS COA	Yes	No	Yes	Yes
4	ACS Nixie Detail	Yes	No	Yes	Yes

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